
FOR IMMEDIATE RELEASE

SEPTEMBER 29, 2011

MEDIA CONTACT:

Paula Freund

Press Secretary, Office of Mayor Greg Ballard – City of Indianapolis

paula.freund@indy.gov; C: (317) 464-7112

www.indy.gov - [Newsletter](#) - [Facebook](#) - [Twitter](#) - [Flickr](#)

MAYOR ANNOUNCES MEASURES FOR ENFORCING TOWING ORDINANCE

INDIANAPOLIS – Mayor Greg Ballard today announced measures for reporting wrongful tows and other towing code violations. Citizens now may contact the Department of Code Enforcement (DCE) via a dedicated hotline at (317) 327-TOWS (8697) or via email at tows@indy.gov to lodge complaints of predatory towing practices.

“Motorists now have an important consumer protection and reporting mechanism in place. This is another example of how we are working proactively to improve the quality of life for our residents and also ensure a positive experience for visitors and residents alike,” said Mayor Ballard.

Mayor Ballard partnered with City-County Council President Ryan Vaughn to introduce an ordinance protecting motorists from predatory towing and providing other basic consumer protections. The ordinance, approved by the Council in August and now in full effect, offers motorists these basic protections:

- Towing fees for passenger vehicles capped at \$150. Storage fees capped at \$30 per day
- Signage must be posted in plain view at the entrance and exit of any private parking lot indicating that vehicles are subject to tow
- Motorists must be able to claim their vehicle 24 hours per day, seven days a week
- A representative of property owner must sign tow order for each vehicle prior to towing
- Towing companies must accept cash and credit

“Residents and visitors need to understand their rights under this new ordinance and feel confident that the City will take action against those businesses operating outside of the law,” said Council President Vaughn.

New signage will be posted around the city in parking lots whose owners tow vehicles. The measures announced today are effective immediately. Anyone lodging a complaint should be prepared to provide the date, time and location of any suspected violations, including a brief description of the occurrence. Complaints will be investigated for enforcement action. More information about tow business license requirements is available at www.indy.gov/dce.

The mission of the Department of Code Enforcement (DCE) is to improve the quality of life in the City of Indianapolis through strategic application of civil code regulation; effective licensing, permitting, inspection, enforcement, and abatement practices; and local government oversight of property safety and maintenance, business, event, professional, and construction industries.

###